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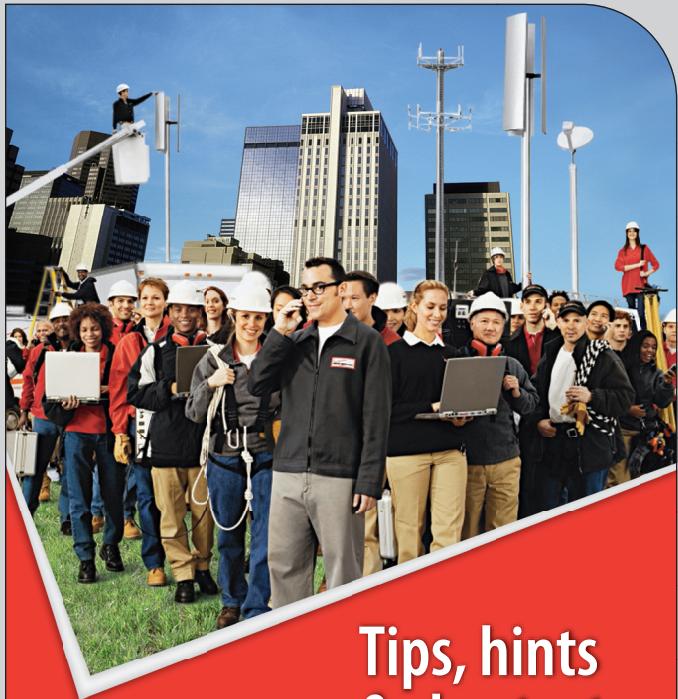
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verizon wireless

LG chocolate

para tu aparato y servicio  
y soluciones rápidas  
Consultas, consejos



Tips, hints  
& shortcuts

for your device and service

LG

chocolate

verizon wireless

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verizonwireless.com



Welcome to Verizon Wireless.

**It's the Network.<sup>SM</sup>**

For an interactive guide to your new wireless device,  
go to [verizonwireless.com](http://verizonwireless.com).



Para una guía interactiva de tu nuevo aparato  
móvil, ve a [verizonwireless.com/espanol](http://verizonwireless.com/espanol).

**Es la Compañía.<sup>SM</sup>**

Bienvenido a Verizon Wireless.

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# Welcome

## **Thank you for choosing Verizon Wireless**

You're now connected to the power of America's most reliable wireless network. This guide will help you understand your new wireless device and all the things you can do with it. So let's get started.

For more details, please refer to the Owner's Manual that came with your wireless device.



# The basics

- Getting started
- Using Bluetooth®
- Placing and receiving calls
- Setting up and accessing Voice Mail
- Locking/Unlocking your wireless device
- Using speakerphone
- Changing Ringtones
- Using TXT Messaging



# Getting started

Just the basics; we'll get into the fun stuff later on.



1. Earpiece
2. **Slide** Slide up to answer an incoming call and slide it down to end the call.
3. **LCD Screen** Displays messages and indicator icons.
4. **OK Key** Use the OK Key  to select different options in the phone's menus.

**NOTE:** The Quick Start Guide gives navigation instructions according to the default settings.

5. **Headset Jack** Allows you to plug in an optional headset for convenient, hands-free conversations.
6. **Side Keys** Use to adjust the Master Volume in standby mode\* and the Earpiece Volume during a call.
7. **Left Soft Key** Use to access the Message menu.
8. **Voice Commands Key** Use for quick access to Voice Commands.
9. **Speakerphone Key** Use to change to speakerphone mode. Prolonged touch while in a menu activates speakerphone mode.
10. **SEND Key** Use to make calls.
11. **Accessory Charger Port** Connects the phone to the battery charger, or other compatible accessory.
12. **Vibrate Mode Key** Press and hold for about 3 seconds to activate vibrate mode.
13. **Camera Lens** Keep it clean for optimal photo quality.
14. **microSD™ Slot** Accommodates optional microSD cards up to 4 GB.
15. **Navigation Wheel** Use to scroll to menus in the main menu screen. Use for quick access to Picture & Video, Mobile Web Schedule and GET IT NOW® (by default).
16. **Right Soft Key** Use to access Contacts menu.
17. **Lock Key** Press down and release to unlock the touch keys when the slide is closed.
18. **CLR Key** Deletes single spaces or characters with a quick touch, but touch and hold to delete entire words. Also backs out of menus, one level at a time.
19. **Camera Key** Use for quick access to Camera function. Press and hold the camera key to record Video.
20. **PWR/END Key** Use to turn the power on/off and to end a call. Also returns to the standby mode.
21. **Music Shortcut Key** Activates Music Player. Enjoy sweet music from your Chocolate!
22. **Alphanumeric Keypad** Use to enter numbers and characters and select menu items.
23. **Touch Keys and Navigation Wheel with OK Key** Touch Keys include the Left Soft Key, the Right Soft Key, the Speakerphone Key, and the Clear Key which are activated by the touch of your finger. The Navigation Wheel allows you to scroll to entries, the OK Key  allows you to select those entries.

\* Standby mode is when the phone is waiting for input from you. No menu is displayed and the phone isn't performing any action. It's the starting point for all of the instruction steps.

## Installing the battery

- 1: Insert the top of the battery into the opening on the back of the phone, then push the battery down until the latch clicks.

## Charging the battery

- 1: Attach the charger to the phone. Make sure that the triangle symbol faces up when inserting the plug into the charger port.
- 2: Plug the charger into a wall outlet.

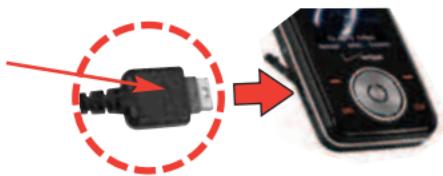
**NOTICE:** Please use only an approved charging accessory to charge your LG phone. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your phone and void the warranty.

## Charging with USB

You can use your computer to charge your phone. Connect one end of a USB cable to the charging accessory port on your phone and the other end to a highpower USB port on your PC (commonly located on the front panel of the computer).

### NOTICE

Triangle symbol should face up. (for both your charger and USB)



## Powering your wireless device on for the first time

It's important to fully charge the battery before turning on your wireless device.

- 1: Install a charged battery or connect the phone to an external power source.
- 2: Press **[PWR END]** until the LCD screen lights up.

## Powering your wireless device off

Press and hold **[PWR END]** until the display turns off.

## Using Bluetooth®

### How to turn on Bluetooth®

- 1: Press the OK Key  [MENU].
- 2: Use the Navigation Wheel  to scroll to **SETTINGS & TOOLS**, and press the OK Key .
- 3: Press  **Bluetooth Menu**.
- 4: Touch the Left Soft Key  [Set On].

### How to pair your Bluetooth headset with your wireless device

- 1: Follow the Bluetooth® accessory\* instructions to set the device to pairing mode.
- 2: Press the OK Key  [MENU].
- 3: Use the Navigation Wheel  to scroll to **SETTINGS & TOOLS** and press the OK Key .
- 4: Press  **Bluetooth Menu**, then press  **Add New Device**.
- 5: Set the desired device to pairing mode and press the OK Key .
- 6: If Bluetooth® power is set to off, you will be prompted to turn power on. Select **Yes** by pressing the OK Key .

\* Accessory sold separately.

- 7: The device will appear in **Add New Device** menu once it has been located. Highlight the device and press the OK Key .
- 8: The handset will prompt you for the passcode. Consult the Bluetooth® accessory instructions for the appropriate passcode (typically "0000"- 4 zeroes). Enter the passcode and press the OK Key .
- 9: Once pairing is successful, select **Always Ask** or **Always Connect** and press the OK Key .
- 0: Once connected, you will see the device listed in the Bluetooth® Menu and the Bluetooth® device connected icon  will show up on your enunciator when connected to the Bluetooth® device. You can also check out the connection with a blue icon  on the list.

## Placing and receiving calls

### Placing calls

- 1: Make sure the phone is turned on.  
If not, press  for about three seconds.  
If necessary, pull down and release the lock key.
- 2: Enter the phone number.
- 3: Press .
- 4: Press  to end the call.

**NOTE:** Your phone has a Voice Commands feature that also lets you make calls by phone number, name, or location.

## Receiving calls

1. When the phone rings or vibrates, answer the call by either pressing the OK Key  twice or opening the slide.

**NOTE:** If you touch the Left Soft Key  [Quiet] while you have an incoming call and the phone is unlocked all sounds will be muted.

**NOTE:** If you touch the Right Soft Key  [Ignore] while you have an incoming call and the phone is unlocked, the call will end or go straight to voicemail (if set up).

- 2: Press  to end the call.

### Standard features included as part of your Calling Plan

With our Calling Plans, you can enjoy the value and convenience of these features at no extra monthly access charge:

- **Basic Voice Mail**
- **Caller ID**
- **Caller ID Blocking**
- **3-Way Calling**
- **Call Forwarding**

Please note that some of these features may incur usage charges and/or depend on digital service, so they may not be available in all areas.

For step-by-step instructions on some of these calling features, please refer to your Wireless Device Manual, or go to [verizonwireless.com/welcome](http://verizonwireless.com/welcome) and select "Where can I find help with features on my wireless device?" in the "Frequently Asked Questions" section.

## Setting up and accessing Voice Mail

### How to set up your Voice Mail

- 1: Press \*86 (\*VM) and  . If you hear a system greeting, press  to interrupt it.
- 2: Follow the setup tutorial.
- 3: Select a password.
- 4: Record a voice signature and greeting for your Voice Mailbox.

### How to access your Voice Mail from your wireless device

- 1: Press \*86 (\*VM) and  .

If you hear a system greeting or your own greeting when you press \*86 and  , press  immediately to interrupt the greeting (if applicable) and follow the prompts.

- 2: Follow the prompts to enter your password and retrieve your messages.

### How to access your Voice Mail from any phone to save your minutes

- 1: Dial your wireless number.

2: Once you hear the system greeting or your own greeting, press  immediately to interrupt the greeting and follow the prompts.

### How to reset your Voice Mail password

- 1: Press \*611 and  (airtime-free) from your wireless device or call 1-800-922-0204 (toll-free) from any phone to reach the easy-to-use automated Customer Service menu.

- 2:** Enter your 10-digit wireless number.
- 3:** Select Option 2, and then press  when prompted for the password reset menu.
- 4:** Enter your 5-digit billing zip code. Then follow the prompts for security verification and resetting your password.

Once you have registered for My Account, you will have the ability to reset your Voice Mail password online or via your Mobile Web 2.0-capable wireless device. For more information on how to register for My Account, go to page 29.

**NOTE:** Voice Mail may not be available in some areas. Voice Mailboxes not set up within 45 days will be cancelled. Your Verizon Wireless Voice Mailbox is not password protected until you create a password by following the setup tutorial. Airtime and other charges will be incurred when using Voice Mail from your wireless phone. IN Calling minutes do not apply to Voice Mail retrievals; you will be charged to maintain your connection to Voice Mail. Verizon Wireless is not liable for missed messages, or deletions of messages from your Voice Mailbox, even if you have saved them.

## Locking/Unlocking your wireless device

The touch keypad and navigation wheel are automatically locked when:

- The slide is closed.
- The phone is inactive for 17 sec. (default) or 25 sec. (if display backlight is set at 15 sec.). To unlock the touch keypad and navigation wheel:
  - Slide Closed: Slide the Lock Key (located on the right side of the phone) downwards and release.
  - or –

Press the OK Key  twice.

- Slide Open: press any key (except touch keys).

## Using speakerphone

To activate or cancel the speaker functionality while in a call touch the Speakerphone Key  . Once activated, the speaker icon  is displayed on the screen, and the on-screen instruction reads it is turned off after 1 minute of inactivity.

## Changing Ringtones

Your wireless device comes with a selection of Ringtones. Here's how to manage your Ringtone preferences:

### Selecting a Ringtone

- 1: Press the OK Key  [MENU] then use the Navigation Wheel  to scroll to **SETTINGS & TOOLS** and press the OK Key .
- 2: Press  **Sounds Settings**.
- 3: Press  **Call Sounds** then press  **Call Ringtone**.
- 4: Use the Navigation Wheel  to scroll to a ringtone then press the OK Key  to save the sound.

### Adjusting Ringtone volume

With the phone open, press Side Keys  up and down.

### Setting Ringtone to vibrate

- 1: Press  for 3 seconds.
- 2: To reset, press  and hold down .

## Using TXT Messaging

### Sending a new TXT Message to a wireless device

- 1: Touch the Left Soft Key  [Message].
- 2: Press  **New Message**, then press  **TXT Message**.
- 3: Enter the phone number or e-mail address of the recipient and press the OK Key .
- 4: Enter the message up to 160 characters, and press the OK Key  to send the message.

For text options, touch the Left Soft Key for Word, Abc, ABC, 123 and Symbols.

You can also press  to change the case of a letter.

Fees apply for text messages/alerts both sent and received.

TXT Messages are charged in accordance with your Messaging Plan.

### Sending a new TXT Message to a landline number

Follow these steps, and the recipient will hear your TXT Message as a voice recording:

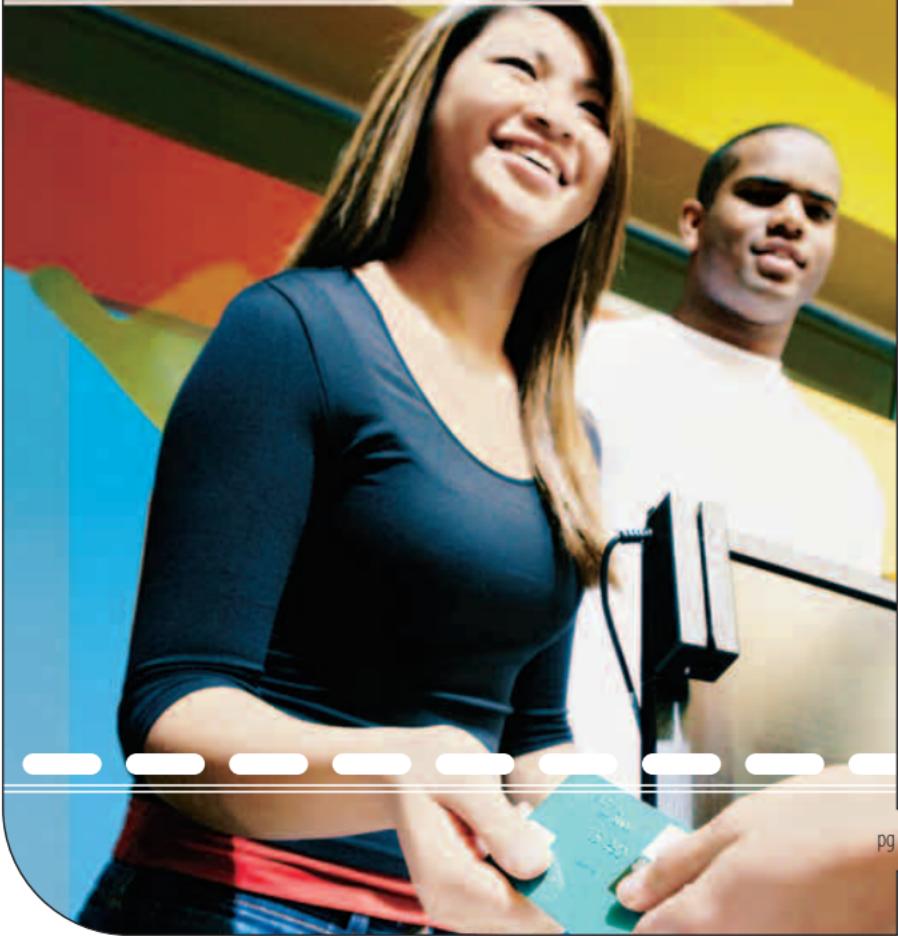
- 1: Enter the landline number.
- 2: Type out the message.
- 3: Press .
- 4: Opt-in message will appear.
- 5: Reply Y for yes and N for no.

**NOTE:** Only one opt-in is required for each landline number.



# Assistance

- May we help you?
- If you move
- Loss or theft
- Toll-free calls and emergency services
- Fraud prevention
- Assistive communication devices



## May we help you?

### Online assistance

Main website: [verizonwireless.com](http://verizonwireless.com)

Other helpful websites and information:

#### [verizonwireless.com/welcome](http://verizonwireless.com/welcome)

- Information on your wireless device, coverage, Calling Plan, billing and payment information
- FAQs, interactive demos for your wireless device and how to read your bill
- My Account registration for online account management

#### [verizonwireless.com/myaccount](http://verizonwireless.com/myaccount)

#### Use My Account to:

- Check your balance, minutes or make payments
- Add or remove features
- Reset Voice Mail passwords and more

#### [verizonwireless.com/data](http://verizonwireless.com/data)

- Demos and tutorials on products and services
- Online technical support for products and services

### Customer Service assistance

Customer Service Representatives are also available at your local Verizon Wireless Communications Store during normal business hours. For Customer Service, call 1-800-922-0204 (toll-free in the U.S., 6am–11pm).

### Our Worry Free Guarantee® to you

- You'll enjoy America's most reliable wireless network.
- You have the option to change your Calling Plan at any time.

Change your plan to any qualifying plan or airtime promotion. You won't pay additional fees to change. Some plans require specific equipment. Changes require a new 1- or 2-year agreement.

- **If you ever have a problem, it becomes our problem the first time you call.** No runaround, no hassles. If your issue can't be resolved during the course of your first call, we'll get back to you with an answer.
- **You can get a free wireless device every 2 years with New Every Two®.** Sign up for and maintain 2 years of service on a plan of at least \$34.99 and qualify for a free wireless device worth up to \$50 or \$100, depending on the monthly access of your plan. Or apply your New Every Two credit toward the purchase of a more expensive wireless device with a 2-year renewal.
- **You'll receive free Back-Up Protection so you never have to worry about losing your wireless device contact list.** As a My Account member, Back-Up Protection will let you automatically retain a copy of your saved wireless device numbers to a secure website, so they're always available if you lose or upgrade your wireless device.
- **You can get a new wireless device every year with Annual Upgrade.** Sign up for a 2-year agreement on a Calling Plan of at least \$49.99 and you can purchase a new wireless device at its promotional price through My Account every year with a 2-year renewal (upgrade fee applies).
- **If you're using more minutes than your Calling Plan includes, we'll let you know with Minute Check.** Minute Check will periodically notify you through My Account if you're exceeding your plan allowance and let you know of other Calling Plan options that may save you money.

See [verizonwireless.com/myaccount](http://verizonwireless.com/myaccount) for details. Back-Up Protection, Annual Upgrade and Minute Check are available for accounts with up to 10 lines that are enrolled in My Account.

## How to sign up for New Every Two

If you maintain service on a Calling Plan of \$34.99 or higher and fulfill your 2-year term, you will qualify for a free wireless device. If your Calling Plan monthly access is \$79.99 or higher for the entire 3 months prior to completing your New Every Two wireless device upgrade, you will get up to \$100 toward the purchase of that wireless device. If your Calling Plan monthly access was between \$34.99 and \$79.99 at any time during the 3 months prior to completing your New Every Two wireless device upgrade, you will get up to \$50 toward the purchase of that wireless device. When completing your New Every Two upgrade, you will need to renew your agreement for another 2 years on a Calling Plan with a monthly access of \$34.99 or higher. Upgrading your wireless device at a discounted price, including exercising your Annual Upgrade option, will re-start your eligibility for New Every Two.

See the More Information section in the back of this guide for additional conditions.

## Address or account changes

It's important that we have your most current information so we're able to reach you for any reason. There are 3 ways to update your information:

- **Online** — Go to [verizonwireless.com/contactus](http://verizonwireless.com/contactus) and follow these instructions:
  1. Select the appropriate choice from the drop-down menu in the **Send an Email** section.
  2. Fill out the online form.
  3. Select **Topic** and **Subtopic** from the drop-down menu.
  4. Hit **Send** to submit email.
- **U.S. Mail** — Use the change-of-address form on the back of your bill.
- **Telephone** — Call Customer Service at 1-800-922-0204 from any phone (toll-free in the U.S.) or \*611 and SEND from your wireless device (airtime-free).

## Billing options

Your service comes with a streamlined bill that you'll receive each month at no additional cost. Your bill includes all applicable charges, but will not contain any call details (e.g., date, time and wireless device number called).

## Detailed billing

Call details are available for free online at [verizonwireless.com](http://verizonwireless.com) under My Account. A monthly fee applies to receive call details on your paper bill.

## Going paperless

You have the option of eliminating your paper bill and receiving bill notification via email. To eliminate your paper statement, or to make manual or automatic bill payments, register for My Account at [verizonwireless.com/myaccount](http://verizonwireless.com/myaccount) and then select the quick link under the Billing tab for **Go Paperless**.

## Paying your bill

Verizon Wireless gives you several convenient options to pay and manage your monthly bill. Some of those options are:

- **At [verizonwireless.com/myaccount](http://verizonwireless.com/myaccount)** — Make one-time or recurring payments using your debit card, credit card, ATM card, electronic check/ACH or enroll in our Auto Pay Program.
- **With the Auto Pay Program** — Allows you to choose to have automatic payment deductions taken from your bank account. To enroll, you can fill out the back of your remittance slip and mail it in, call 1-866-868-3882, or log on to [verizonwireless.com/myaccount](http://verizonwireless.com/myaccount).
- **By calling from your wireless device** — Press #768 and SEND and follow the prompts to enter your payment information.

- **Using My Account from your wireless device** — Make a one-time payment by credit card, debit card and/or electronic check directly from your wireless device as long as your wireless device is Mobile Web 2.0.-capable.\* To make a payment, simply launch your web browser, select **VZW SERVICES**, then **My Account**. If you don't subscribe to Mobile Web 2.0, you will see an option to view My Account for free once you launch the browser.
- **Home banking** — Verizon Wireless and CheckFree® have teamed together to give you the option to pay your wireless bill online at your choice of more than 1,700 financial services locations across the Internet. You will be able to schedule payments using a designated bank account and arrange for monthly bill payments via your preferred home-banking service provider.
- **Check payment via mail** — Allows you to mail in a personal or business check, along with the remittance slip and envelope provided with your billing statement.
- **In person** — Payments can be made at your local Verizon Wireless Communications Store using our Bill Payment Kiosks.

\*See Wireless Device Manual for details.

### **EZ Move® (if you move)**

When you arrive in your new city, do one of the following:

- Visit a Verizon Wireless Communications Store.
- Call **1-877-316-1747** from a phone other than the one you want to move.
- Go to **verizonwireless.com** and log in to My Account. Under the My Bill tab, select **Account Profile**, click on the "EZ Move" quick link and follow the instructions.

## Loss or theft

If your wireless device is lost or stolen, please contact Customer Service at **1-800-922-0204** to suspend your service. If your wireless device is malfunctioning, please bring it to a Verizon Wireless Communications Store.

## Toll-free calls and emergency services

Calls to 800, 855, 866, 877 and 888 numbers are toll-free, but airtime charges do apply. Calls to Verizon Wireless Customer Service and emergency calls (911) are toll- and airtime-free.

## Fraud prevention

Verizon Wireless wants to protect your privacy and works hard to prevent unauthorized phone usage or fraud. Wireless numbers and calls are capable of being intercepted by someone with specialized equipment. We use antifraud technology to make fraudulent calling very difficult, particularly on digital calls.

- Report a lost or stolen wireless device to the police and Verizon Wireless immediately.
- Never leave your wireless device unattended, especially in your office or car.
- When not in use, lock the wireless device using your lock code.
- Review your bill and report any suspicious calling activity. If we conclude that the calls are fraudulent, you will not be held responsible for the charges.
- Record your wireless device's electronic serial number in the back of this guide and keep it safe.
- Have your wireless device serviced only at a Verizon Wireless Communications Store or by an Authorized Agent, retailer, manufacturer's service center or other repair center.

## Assistive communication devices

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) allow individuals who are deaf, hard of hearing, or have speech or language disabilities to communicate by telephone.

When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. Tones are received by the other person's TTY, translated into text and displayed on the screen. In order to use the TTY network, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls. Note that most digital wireless devices are TTY-compatible.



# Mobile entertainment



- **Messaging** — TXT, email, Instant Messaging, pictures and videos
- **News & information** — Mobile Web 2.0, weather, sports, VZ Navigator<sup>SM</sup> and Chaperone<sup>SM</sup>
- **Get It Now<sup>®</sup>** — Ringtones, games and wallpapers
- **V CAST** — Video, 3-D games and music

## Messaging & chat

Easy ways to talk without talking:

**TXT** — Talk without saying a word. Just TXT Message it.

**Email** — Check your MSN® Hotmail® and America Online® accounts right from your wireless device.

**IM** — Instant Message from your wireless device. Choose from AOL® Instant Messenger™ Service, MSN® Messenger Service and Yahoo!® Messenger.

Messaging rates apply. Not available in all areas.  
See Entertainment Guide for details.



**Picture Messaging\*** — Take pictures that you can send to any Verizon Wireless mobile number or virtually any email address, or to subscribers on other carriers.

### Snap a photo and send as a Picture Message

- 1: While in standby mode, press the Camera Key which is located in between the Send and End Keys.
- 2: Using the phone screen as your viewfinder, press the OK Key to take a picture.
- 3: Press the OK Key again to prepare to send. The picture is saved to **My Pictures**.
- 4: Enter a Verizon Wireless phone number or any e-mail address, and press the OK Key . Up to 10 recipients can be added to each picture message.
- 5: Use the Navigation Wheel to scroll to edit **Text, Picture, Sound, Name Card, and Subject** and make edits accordingly.

## 6: Press the OK Key [SEND].

\*Not available everywhere. Picture Messaging charges apply per your Calling Plan. Monthly plans are available. Higher rates apply for international Picture Messaging. See product brochure for coverage information and complete terms and conditions. Compatible device required.

### Store a picture on your wireless device

- 1: While in standby mode, press the Camera Key  which is located in between the Send and End Keys.
- 2: Using the phone screen as your viewfinder, press the OK Key  to take a picture.
- 3: Select Left Soft Key  [Save]. The picture is stored in **My Pictures**.

### Create picture Caller IDs

- 1: Press the Navigation Wheel  to the left to access the **Picture & Video** menu.
- 2: Press  **My Pictures**.
- 3: Use the Navigation Wheel  to scroll to your desired picture, then touch the Right Soft Key  [Options].
- 4: Press  **Set As**.
- 5: Press  **Picture ID** and use the Navigation Wheel  to scroll to a name from the contact list and press the OK Key .

### Send a Picture Message using a picture stored in the wireless device's gallery

- 1: Press the Navigation Wheel  to the left to access the **Picture & Video** menu.
- 2: Press  **My Pictures**.

- 3: Use the Navigation Wheel  to select your desired picture and touch the Right Soft Key  [Options].
- 4: Press  **Send**.
- 5: Enter a Verizon Wireless phone number or any e-mail address, and press the OK Key . Up to 10 recipients can be added to each picture message.
- 6: Use the Navigation Wheel  to scroll to **Text, Picture, Sound, Name Card, and Subject** and make edits accordingly.
- 7: Press the OK Key  [**SEND**].

**TIP:** As you create and send Picture Messages, add PIX Place and/or Online Album as one of your recipients and this will send and store that picture on PIX Place at [www.vzwpix.com](http://www.vzwpix.com). Remember, you can send to up to 10 recipients in one message for a single message charge.

### Store a photo to the online album, PIX Place

From a PC, open your browser and enter the address [www.vzwpix.com](http://www.vzwpix.com) to access PIX Place. If you currently have a Vtext account, there is no need to register for PIX Place; just log in using your wireless number and password and an account will be set up automatically. At PIX Place, you can do any of the following from your PC:

### Register for a FREE PIX Place account

- 1: Go to the Sign In section and click on the **Join Up** link.
- 2: In the Set Up Your Account section, enter your wireless number with no dashes or spaces, then click the **Send** button. A free TXT Message will be sent to your wireless device with a temporary password.
- 3: In the Confirm Wireless Number and Enter the Password section, reenter the wireless number and the temporary password you just received.
- 4: Create a new password containing between 5 and 12 numbers and letters (no spaces allowed). Confirm your password by entering it twice.

5: Click the **Save** button at the bottom of the page. You now have an account that can hold up to 75 pictures and videos.

### Upload pictures to PIX Place

- 1: Click on the **Upload Media** tab.
- 2: Click on the **Browse for Media** link. A pop-up window will open with a view of your PC's folders. In the window, navigate to the folder on your PC that has your media.
- 3: Click, hold and drag up to 5 files from the window to upload them to the web page.
- 4: Click on the **Upload** button. The files will be uploaded to your PIX Place galleries.

### Compose and send a message

- 1: Click on the **Create Messages** tab, and under the section called **Media Items You Want**, click on the gray arrows found under **Look Inside** and **View** to see the galleries available.
- 2: The gallery contains media with different topics. Just click on the gray arrow to see subfolders.
- 3: Click and drag the desired media from the middle pane and drop it into the right slide pane. The slide will expand with the selected media. Now you can add text and/or drag and drop sound into the slide. Repeat Steps 3 and 4 for up to 9 slides per message.
- 4: Click the **Preview & Send** button at the bottom right corner. The left and center panes will be replaced with the **Preview & Send** pane. The slideshow message will play as it appears when the recipients receive it on their wireless devices.

- 5: Enter a Verizon Wireless number with no spaces, or enter valid email addresses, separated by commas.

- 6: Click the **Send** button.

**NOTE:** Video media can only be sent as a one-slide message and only text can be added to a Video Message.

### Share a gallery with others

- 1: Navigate to the gallery you wish to share with others.

- 2: Click on the **Share Album** button.

- 3: Enter up to 10 email addresses of the people you'd like to view this gallery.

- 4: Click the **Share Album** button.

**NOTE:** The shared gallery is only accessible from a PC and can only be viewed by the recipient(s) you designate.

### Apply fun effects

- 1: Go to the gallery containing the picture you'd like to change and click on it.

- 2: Once the picture is in an expanded view, click on the **Fun Effects** link.

- 3: Click on the effect(s) of your choice. You can remove the effect(s) at any time.

- 4: When you're satisfied with the enhanced picture, click on the **Done** button.

### Video Messaging\* — Record and send videos to virtually any wireless number or email address.

\*Not available everywhere. Video Messaging charges apply per your Calling Plan. Monthly plans are available. Higher rates apply for International Video Messaging. See product brochure for coverage information and complete terms and conditions. Compatible device required.

### Record and send a Video Message

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- 1: From standby mode, press and hold the Camera Key  (which is located in between the Send and End Keys) for about 3 seconds.

- 2: Using the phone screen as your viewfinder, press the OK Key  to begin recording (up to 30 seconds per video) and again to stop.
- 3: Press the OK Key  to prepare to send. The video is saved to **My Videos**.
- 4: Enter any email address or Verizon Wireless phone number and press the OK Key .

Up to 10 email addresses can be added to each video message.

- 5: Use the Navigation Wheel  to scroll to **Text**, **Video**, **Name Card**, and **Subject** and make edits accordingly.
- 6: Press the OK Key  **[SEND]**.

#### Store a Video on your wireless device

- 1: From standby mode, press and hold the Camera Key  (which is located in between the Send and End Keys) for about 3 seconds.
- 2: Using the phone screen as your viewfinder, press the OK Key  to begin recording (up to 30 seconds per video) and again to stop.
- 3: Touch the Left Soft Key  **[Save]**. The video is stored in **My Videos**.

#### Send a message using a video stored in the wireless device's gallery

- 1: Press the Navigation Wheel  to the left to access the **Picture & Video** menu.
- 2: Press  **My Videos**.
- 3: Use the Navigation Wheel  to select your desired picture and touch the Right Soft Key  **[Options]**.
- 4: Press  **Send**.
- 5: Enter any email address or wireless number and press the OK Key  .  
Up to 10 addresses can be added to each video message.

- 6: Use the Navigation Wheel  to scroll to **Text, Video, Name Card** and **Subject** and make edits accordingly.
- 7: Press the OK Key  **[SEND]**.

### Delete a Video Message

- 1: Select **Message** by touching the Left Soft Key  **[Message]**.
- 2: Use the Navigation Wheel  to scroll to Inbox, Sent or Drafts then press the OK Key .
- 3: Touch the Left Soft Key  **[Erase]**.
- 4: Press the OK Key  to erase the selected video message.

**TIP:** As you create and send Video Messages, add PIX Place and/or Online Album as one of your recipients and this will send and store that video on PIX Place at [www.vzwpix.com](http://www.vzwpix.com). Remember, you can send to up to 10 recipients in one message for a single message charge.

### News & information

Find the news you want or let it come to you. Now, a few seconds is all it takes to get up-to-the-minute information.

**Alerts** — Need scores? Need weather? Get that and more with TXT Alerts. Go to [vtext.com](http://vtext.com) to sign up. And for more information, go to [verizonwireless.com/getitnow](http://verizonwireless.com/getitnow).

**Web** — Get everything you need to know while you're on the go — the entire Internet is at your fingertips with Mobile Web 2.0. Or access your account information with **My Account**.

Microbrowser does not provide full web browsing. Service not available in all areas.

### Launch Mobile Web 2.0

- 1: Press the Navigation Wheel  upward to launch the Browser.

**2:** Select **Subscribe**, and accept **Terms & Conditions**.

**3:** Select **Confirm**.

**4:** After a few seconds, you will see the homepage which includes two headlines and images of current events.

### Access Verizon Wireless account information online

**1:** Press the OK Key  then use the Navigation Wheel  to scroll to **SETTINGS & TOOLS**, and press the OK Key .

**2:** Press  **My Account** for balance, usage, to view your plan, to change your Voicemail password and more.

### End a Mobile Web session

**1:** You can end a wireless browsing session by pressing .

**VZ Navigator<sup>SM</sup>** — Now you can find the address of a great restaurant or the nearest ATM. Check movie times. Discover the latest hot spots. And know exactly how to get where you're going. VZ Navigator puts all the advanced features of the latest GPS devices and systems on your wireless device — at a fraction of the price.

VZ Navigator provides:

- Heads-up, voice-prompted, turn-by-turn directions with auto-rerouting if you miss a turn
- Local search of nearly 14 million points of interest in the U.S.
- Detailed color maps that can be quickly panned and zoomed

With VZ Navigator, you'll know exactly where you are, what's around you and how to get there.

Download, subscription and airtime required for use; only in National Enhanced Services Coverage Area; accuracy and completeness of information is not guaranteed; information about location of device will be used to deliver service.

## Getting started with Location Based Services (LBS)

Verizon Wireless values your privacy. Because of this, your wireless device is defaulted to only acquire your location when you dial 911. To use Location Based Services, you must first enable location services on your wireless device:

- 1: From standby mode, press the OK Key  [MENU].
- 2: Use the Navigation Wheel  to scroll to **SETTINGS & TOOLS** and press the OK Key .
- 3: Press  **Phone Settings** then press  **Location**.
- 4: Highlight **Location On** and press the OK Key .

**NOTE:** Even when your activation switch is set to "Location On," your wireless device's location is still protected. For your privacy, you must "opt out" of all LBS applications. No one will be able to access your location until you activate an LBS application.

**Chaperone<sup>SM</sup>** — Locate your children by their LBS-enabled wireless devices and get real-time updates right on your PC or Verizon Wireless device. And as an extra service, Chaperone with ChildZone<sup>SM</sup> will even alert you by TXT Message when your child's wireless device enters or leaves any area you determine, such as a school or playground. You'll get the added peace of mind of knowing that you're never out of touch with your family.

Subject to Customer Agreement and Family SharePlan<sup>®</sup> Calling Plan. Monthly subscription, specific Get It Now<sup>®</sup>/GPS-enabled wireless device and airtime required for use. Only available in the National Enhanced Services Coverage Area. Verizon Wireless does not guarantee the completeness or accuracy of any information displayed or disclosed. Chaperone<sup>SM</sup> and ChildZone<sup>SM</sup> are not child management tools and are not a substitute for adult supervision. Compatible device required. See product brochure for coverage information and complete terms and conditions.

Get It Now®

[verizonwireless.com/getitnow](http://verizonwireless.com/getitnow)



Get It Now is a customizable service right on your wireless device that lets you get Ringtones, play games, surf the web, get up-to-the-minute information and more. Visit [verizonwireless.com/getitnow](http://verizonwireless.com/getitnow) to view all of the applications available for your wireless device.

See the Consumer brochure or go online for more details.

**Ringtones** — Download Ringtones. Assign a different Ringtone to each person in your address book.

**Ringback Tones** — Assign friends and family preselected songs to hear when they call you.

**Games** — Classics. Sports. Action. Get It Now brings you exciting games.

**Wallpapers** — Download your favorite designs and wallpapers.

**VZW SONG ID** — Access SONG ID from the Get New Ringtones menu, then use it to identify songs when you're on the go, and then download them as songs, Ringtones, and Ringback Tones.

**VZW tones Deluxe** — Access VZW tones deluxe from the Get New Ringtones Menu. VZW tones deluxe has all the best sound clips of your favorite songs that you can use as ring tones for your wireless phone. Preview, download, and manage all the latest and greatest ringtones right from your Chocolate phone. To find all the latest hits, check out our "What's New" category.

Fees & Airtime charges apply.

## Access Get It Now

- 1: From standby mode, press the Navigation Wheel  to the right to directly access the Get It Now Menu.

## Download an application

- 1: From standby mode, press the Navigation Wheel  to the right to directly access the Get It Now Menu. Select the desired category and press the OK Key .
- 2: Select sub category and press the OK Key .
- 3: Follow the on screen instructions to continue.

## Remove a downloaded application

- 1: Highlight the previously downloaded application you want to remove.
- 2: Touch the Right Soft Key  to select an option.
- 3: Press  **Cancel Subscription**, then press the OK Key  [YES] to confirm cancellation.

Applications may vary by wireless device model.

## V CAST

[verizonwireless.com/vcast](http://verizonwireless.com/vcast)



V CAST brings the world of entertainment to your wireless device with high-quality streaming video, 3-D games, the latest music and much more. Visit [verizonwireless.com/vcast](http://verizonwireless.com/vcast) to view all of the applications available for your wireless device.

**V CAST Videos** — Get news and entertainment on your wireless device with streaming video clips.

### Browse video clips

- 1: Press the Navigation Wheel to the left to access **PICTURE & VIDEO**, then press **V CAST Videos**.
- 2: Press the Navigation Wheel left and right to view video clip categories, then press the OK Key .
- 3: Select a content provider then press the OK Key .
- 4: If applicable, select sub-categories then press the OK Key .

### Download video clips\*

- 1: Press the Navigation Wheel to the left to access **PICTURE & VIDEO**, then press **V CAST Videos**.
- 2: Press the Navigation Wheel left and right to view video clip categories, then press the OK Key .
- 3: Select a content provider then press the OK Key .
- 4: If applicable, select sub-categories then press the OK Key .

- 5: Read the description of the video clip and touch the Right Soft Key  [Options].
- 6: Press  **Save Video.**\*\*
- 7: Press the OK Key  to accept charges, then the video clip will initiate downloading.
- 8: Once the video is downloaded a message will appear on your phone, **Download Complete. Play video now?**
- 9: Press the OK Key  to view video.
- 10: The video clip will be automatically saved in My Videos.

\* Not all Video Clips have the ability to be downloaded.  
\*\* This option will not be available for clips that are streaming only.

### Delete video clips

- 1: Press the Navigation Wheel  to the left to access **PICTURE & VIDEO**, then press .
- 2: Press  **My Videos.**
- 3: Highlight the video you want to delete, and touch the Left Soft Key  [Erase].
- 4: Select **Yes** by pressing the OK Key .

**V CAST Games** — Now you're part of the action with 3-D games in the palm of your hand.

**V CAST Music** — Transform your wireless device into a portable music player. Download new songs from the Get It Now music catalog right onto your wireless device or a PC, and/or by syncing music you already own from your PC.

## Purchase songs on your wireless device\*

When you purchase music from your wireless device, you also get a second copy that can be downloaded to your Windows® XP PC running Windows Media® Player 10 or higher.

- 1: Press the Navigation Wheel  to the right to access your phone's **GET IT NOW** menu.
- 2: Press  **Music & Tones**, then press  again for **V CAST Music** to open the V CAST Music catalog.
- 3: Browse or search the catalog to preview and choose the songs you want.
- 4: Select the music you want to purchase by pressing the OK Key  **Buy**.
- 5: The **Confirm Purchase** screen will display the price and items you selected to purchase. Click the OK Key  **Buy** to accept.
- 6: You'll receive confirmation that your purchase was successful and your music is available for download.
- 7: Select **Download Now** by pressing the OK Key  to save the song to your phone, preferably to the memory card. You can then play your new song from **Manage Music** or from the **My Music** menu.

\*Per-song charges apply.

## Download music to your PC

- 1: Open Windows Media Player 10 or higher.
- 2: Go to the V CAST Music Online Store.
- 3: Log in.
- 4: Go to **My Purchases**.

**5:** Songs that you've purchased but have not yet downloaded are indicated by an icon in the download column on the right-hand side of the list of songs.

**6:** Check the box(es) of songs you wish to download.

**7: Select Download.**

**8: To play the song, go to the **Library** tab of Windows Media Player.**

**NOTE:** V CAST Music will only work with Windows Media 10 or higher on the Windows XP operating system. Mac OS operating system is not supported.

### Play songs

**1:** Press the Music Key  located on the right side of your phone, and select a song to play.

### Sync your music from your PC to your V CAST Music wireless device

**1:** Use a USB cable to connect your phone to your PC.

**2:** Press the OK Key  twice to access the My Music Menu, then touch the Right Soft Key  [Sync].

**3:** Open Windows Media™ Player 10 on your PC and select the **Sync** tab.

**4:** Select **Edit Playlist** and select the songs from your library that you want to sync.

**5:** In Windows Media™ Player 10, select **V CAST Mobile Phone – Removable Storage Card** unless no memory card is available. Start the sync process in Windows Media™ Player 10 by clicking on **Start Sync**. Remember, your phone must be in **Sync Music** mode.

**6:** When syncing completes, disconnect the cable from your phone and exit **Sync Music**.

7: Under the **Music & Tones** menu, open **My Music** to view and play your music.

**NOTE:** A compatible USB cable (sold separately) is required for syncing.

### Create playlists on your wireless device

- 1: Press the OK Key  twice to access **My Music**, then press  **Playlists**.
- 2: Touch the Left Soft Key  **[Create]** to make a playlist.
- 3: Use the keypad to enter the name of your playlist, then press the OK Key .
- 4: Highlight the name of the playlist, then touch the Right Soft Key  **[Options]**.
- 5: Press  **Add Songs to Playlist**. Mark songs you want to add, and when finished, touch the Left Soft Key  **[Done]**.

### Edit playlists on your wireless device

- 1: To rearrange your songs, go back to the **Playlists** menu and select a playlist.
- 2: Touch the Right Soft Key  **[Options]** and scroll to **Edit Playlist** and press the OK Key .
- 3: You can add, reorder or remove songs from your playlist.

## Delete songs from your wireless device

- 1: To access your songs, press the Music Key  located on the right side of the phone.
- 2: Select the song you want to erase.
- 3: Touch the Right Soft Key  [Options], then press  **Erase** to erase the song.
- 4: Tap the Left Soft Key  [Done].

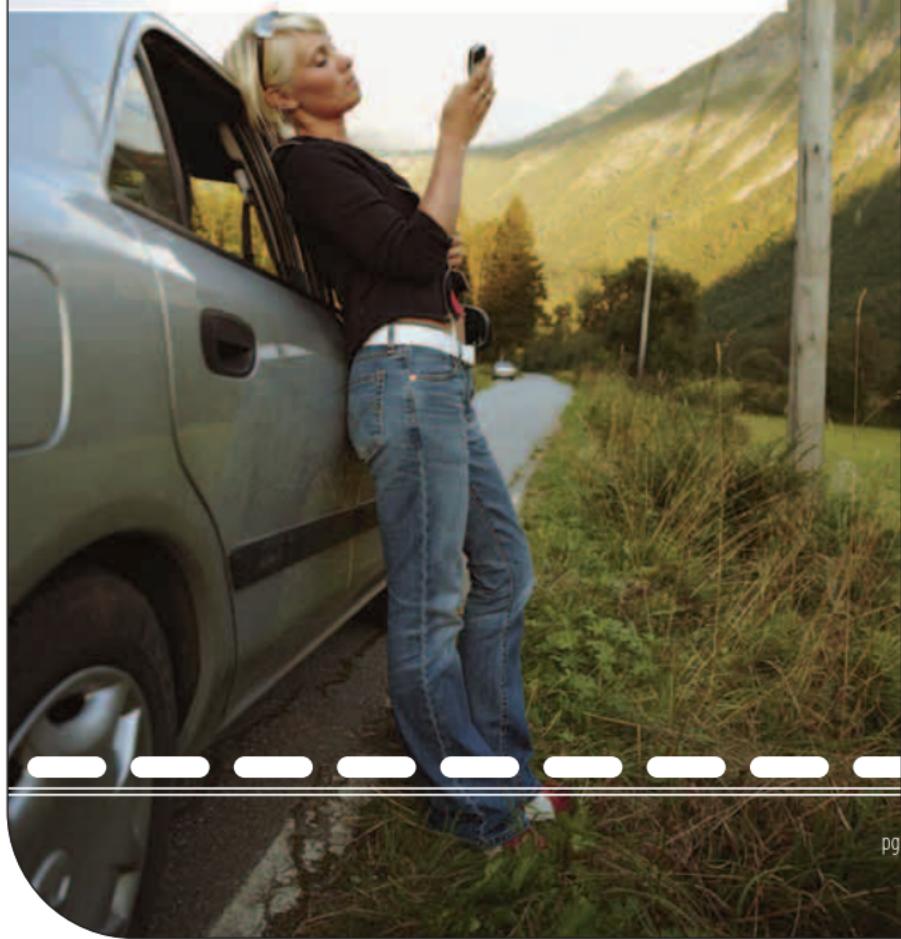
**NOTE:** If you erase music you've previously purchased, you can simply re-sync with your PC to add the song back to your wireless device's music library.

V CAST wireless device and additional charges required for V CAST service. 3-D games for additional download fee.

V CAST music not available on all V CAST wireless devices. Per-song charges apply for music downloads. Always download legally. All brand and product names not owned by Verizon Wireless are the property of their respective owners. If you have any questions about using V CAST Music service on your specific wireless device, visit [verizonwireless.com/data](http://verizonwireless.com/data).

# Optional services

- Safety and protection
- Wireless device protection
- Voice services
- International services
- Other products and services



Work wirelessly. Protect your wireless device against damage or, even more importantly, protect yourself on the road. You can find it all in Verizon Wireless plan enhancements. Call **1-800-922-0204** or speak to your Verizon Wireless Sales Representative to find out more. Or just visit [verizonwireless.com](http://verizonwireless.com).

### Safety and protection

**Roadside Assistance** — Roadside Assistance can provide you with emergency roadside services anywhere in the United States and Canada, 24 hours a day, 365 days a year, even outside the Verizon Wireless network area.

### Wireless device protection

Receive total protection for your wireless device and limited accessories. If your wireless device is lost, stolen, damaged or malfunctioning — you're covered. Just choose a service plan that's right for you (must be added within 15 days of activation or upgrade):

- **Total Equipment Coverage**
- **Wireless Device Protection**
- **Extended Warranty**

**NOTE:** Insurance offered by third-party providers.

### Voice services

**Enhanced Voice Mail** — Turn your wireless device into your office assistant. Forward your calls, store more messages or even receive faxes for printing.

### International services

- **International Long Distance Value Plan** — For a monthly access charge, enjoy reduced rates when making calls to over 65 international locations.
- **Global Phone** — Global Phone lets you enjoy wireless service in over 100 countries.

- **Global Rental** — For the less frequent international traveler, Verizon Wireless customers can quickly and easily rent a wireless device or BlackBerry device for use while they are traveling abroad.
- **International (CDMA) Roaming** — At home or abroad — use your wireless device in over 20 countries.
- **For more information** — Visit [verizonwireless.com/international](http://verizonwireless.com/international).

### Other products and services

Whether it's business or personal, Verizon Wireless offers a variety of wireless solutions for your notebooks, Personal Digital Assistants (PDAs) and/or Smartphones.

- **Office Message Alert** — When a Voice Mail is left on your office phone's Voice Mail, a TXT Alert is sent to your wireless device.
- **Wireless Sync<sup>®</sup>** — Allows synchronization of your email, calendar, contacts, etc., between your office computer and your Verizon Wireless device.
- **VZAccess** — PC Card that allows you to download files, open email attachments, access office data and applications, and browse the Internet.

**NOTE:** All of the optional services above are subject to change and may not be available in all devices.

## More information

MORE INFORMATION



## How wireless works

Your wireless service is different from your home or business phone service. On a wireless device, you must press the SEND button to alert the network to connect your call. Unlike the calls you make on a home or business phone, wireless communications travel over the air and can react to the environment. Rain, snow, fog, falling leaves, water, mountains, canyons and even buildings may affect service. All wireless service is subject to "dead zones," or no-coverage areas.

## Verizon Wireless network technology

Verizon Wireless offers CDMA (Code Division Multiple Access) digital network technology to most of its customers. CDMA digital technology offers many benefits compared to analog, such as less static, enhanced voice clarity, increased privacy and longer battery life. A CDMA digital phone is necessary to subscribe to our digital service. Verizon Wireless only sells digital wireless devices that are E911 compatible and either all-digital or tri-mode, which means you may use analog or CDMA digital services on different frequencies.

## Worry Free Guarantee®

Subject to the Customer Agreement and Calling Plan. Please read and understand them before activating. Verizon Wireless calling areas, rates, coverage, agreements, provisions, business practices, procedures and policies are subject to change as specified in the Customer Agreement. Our liability is significantly limited.

Certain conditions and restrictions apply. Best network claim based on our reliability studies. See [verizonwireless.com/bestnetwork](http://verizonwireless.com/bestnetwork) for details.

## New Every Two®

You must retain the same wireless device for 24 months in order to receive the full advantages of this program. If you choose to replace your wireless device at a discounted price, you will forfeit your benefits and be automatically re-enrolled if

you meet the requirements of the program. If you enrolled in the program on or after 11/25/02, you must take advantage of the New Every Two offer within 6 months after becoming eligible; otherwise, you may be charged full retail price to upgrade your current wireless device. Discount amount will be applied toward the 2-year Customer Agreement retail price. Secondary Family SharePlan® lines are not eligible to participate in the program.

The New Every Two discount cannot exceed the price of the wireless device after mail-in rebates. If your 2-year Customer Agreement with a digital Calling Plan of \$34.99 or higher began on or after 6/2/03, you were automatically enrolled in the program. Customers who began their 2-year agreements on or after 4/1/00 on a digital Calling Plan of \$35.00 or higher were also automatically enrolled in the program. If you enrolled in the program prior to 2/5/06 and continued to meet the requirements of the program, you will be eligible for a free wireless device up to \$100, or a credit of up to \$100 toward a more expensive wireless device, when you become eligible for your next New Every Two upgrade (after which time you will be enrolled in the \$50/\$100 New Every Two program described in the New Every Two brochure). New Every Two discount amounts and Calling Plan tiers subject to change at Verizon Wireless' sole discretion.

### **Security deposit**

You may have been asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive your security deposit back at the end of 1 year of uninterrupted service, or upon termination of your contract. You will automatically be refunded your deposit after 1 year, including interest, provided that you have kept your account in "good standing" (this means that you paid your bill continuously for one year in a timely manner). This refund may take up to 3 billing cycles to be processed. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during

that time frame. If you terminate your service, but have not paid your final bill, the deposit will be applied to your account, and you will receive any remaining funds. If your service is terminated after the initial 15-day Worry Free Guarantee period but before the end of your minimum term, your deposit will be applied against the \$175 early termination fee in addition to any outstanding balance before a check is processed.

### **Federal Communications Commission (FCC) rules and regulations**

The FCC requires that wireless devices be operated in accordance with FCC rules and regulations and under supervision of the licensee. Severe punishment can result from failure to comply with the following regulations:

- No person shall knowingly utter or transmit any false or fraudulent signal or distress communication.
- No person shall willfully or maliciously interfere with, or cause interference to, any radio communication or signal.
- It is unlawful to "listen in" on conversations intended for others or to divulge any information thereby obtained.
- No person shall utter any obscene, indecent or profane language by means of radio communication.

### **National Do Not Call Registry**

Protect yourself from unwanted calls with the National Do Not Call Registry Program.

- FCC regulations prohibit telemarketers from using automated dialers to call wireless numbers.
- Personal wireless device users can add their wireless numbers to the National Do Not Call Registry.
- The federal government does not maintain a national wireless device registry.

**You can register by either of the following methods:**

1. By wireless device: 1-888-382-1222 from the number you wish to register.
2. Online at: [www.donotcall.gov](http://www.donotcall.gov).

Your registration becomes effective within 31 days of signing up and is active for five years. There is no cutoff date or deadline for registering.

**NOTE:** Business-to-business calls are not covered under the Registry. For more detailed information, please go to [www.fcc.gov](http://www.fcc.gov).

### **Radio Frequency Emissions**

Your wireless device, which contains a radio transmitter and receiver, emits radio frequency energy during use. The following consumer information addresses commonly asked questions about the health effects of wireless devices.

#### **Are wireless devices safe?**

Scientific research on the subject of wireless devices and radio frequency (RF) energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration (FDA) and the Federal Communications Commission (FCC) set policies and procedures for wireless devices. The FDA and the FCC have created a joint website, "Cell Phone Facts — Consumer Information on Wireless Phones," which states that "[t]he available scientific evidence does not show that any health problems are associated with using wireless phones," while noting that "[t]here is no proof, however, that wireless phones are absolutely safe." You can access the joint FDA/FCC website at <http://www.fda.gov/cellphones>. You can also contact the FDA toll-free at 1-888-463-6332 or 1-888-INFO-FDA.

In June 2000, the FDA entered into a cooperative research and development agreement through which additional scientific research will be conducted. The FCC issued its own website publication stating that "[t]here is no scientific evidence to

date that proves that wireless phone usage can lead to cancer or a variety of other problems, including headaches, dizziness or memory loss." This publication is available at <http://www.fcc.gov/cgb/consumerfacts/mobilephone.html> or through the FCC at 1-888-225-5322 or at 1-888-CALL-FCC.

### **What does Specific Absorption Rate (SAR) mean?**

In 1996, the FCC, working with the FDA, the U.S. Environmental Protection Agency (EPA) and other agencies, established RF exposure safety guidelines for wireless devices in the United States. Before a wireless device model is available for sale to the public, it must be tested by the manufacturer and certified to the FCC that it does not exceed limits established by the FCC.

One of these limits is expressed as a Specific Absorption Rate, or "SAR." SAR is a measure of the rate of absorption of RF energy in the body. Tests for SAR are conducted with the wireless device transmitting at its highest power level in all tested frequency bands. Since 1996, the FCC has required that the SAR of handheld wireless devices not exceed 1.6 watts per kilogram, averaged over one gram of tissue. Although the SAR is determined at the highest power level, the actual SAR value of a wireless device while operating can be less than the reported SAR value. This is because the SAR value may vary from call to call, depending on factors such as proximity to a cell site, the proximity of the wireless device to the body while in use, and the use of hands-free devices.

For more information about SARs, see the FCC's OET Bulletins 56 and 65 at [http://www.fcc.gov/Bureaus/Engineering\\_Technology/Documents/bulletins](http://www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins), <http://www.fcc.gov/oet/fccid>, or visit the Cellular Telecommunications Industry Association (CTIA) website at [http://www.ctia.org/wireless\\_consumers/health\\_and\\_safety](http://www.ctia.org/wireless_consumers/health_and_safety). You may also wish to contact the manufacturer of your wireless device.

### Can I minimize my RF exposure?

If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, of course, reduce your talk time. You can place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance. The FDA/FCC website states that “[h]ands-free kits can be used with wireless devices for convenience and comfort. These systems reduce absorption of RF energy in the head because the phone, which is a source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.”

Also, if you use your wireless device while in a car, you can use a wireless device with an antenna on the outside of the vehicle. You should also read and follow your wireless device manufacturer's instructions for the safe operation of your wireless device.

### Do wireless devices pose any special risks to children?

The FDA and FCC joint website states that “[t]he scientific evidence does not show a danger to users of wireless phones, including children.” The FDA/FCC website further states that “[s]ome groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom [“UK”] distributed leaflets containing such a recommendation in December 2000. [The UK] noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. [The UK’s] recommendation to limit wireless

phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists."

A copy of the UK's leaflet is available at <http://www.dh.gov.uk> (search "Mobile"), or you can write to NRPB, Chilton, Didcot, Oxon OX11 0RQ, United Kingdom. Parents who wish to reduce their children's RF exposure may choose to restrict their children's wireless device use.

### **Where can I obtain further information?**

For further information, see the following additional resources (websites current as of April 2005).

U.S. Food and Drug Administration

FDA Consumer Magazine, November–December 2000

Telephone: **1-888-INFO-FDA**

[http://www.fda.gov/fdac/features/2000/600\\_phone.html](http://www.fda.gov/fdac/features/2000/600_phone.html)

American National Standards Institute

1819 L Street, N.W., Suite 600, Washington, D.C. 20036

Telephone: **1-202-293-8020**

<http://www.ansi.org>

### **Implantable Medical Devices**

A minimum separation of six (6) inches should be maintained between a wireless phone and an implantable medical device, such as a pacemaker or implantable cardioverter defibrillator, to avoid potential interference with the device. Persons who have such devices:

- Should ALWAYS keep the wireless phone more than six (6) inches from their implantable medical device when the wireless phone is turned ON;
- Should not carry the wireless phone in a breast pocket;

- Should use the ear opposite the implantable medical device to minimize the potential for interference;
- Should turn the wireless phone OFF immediately if there is any reason to suspect that interference is taking place.
- Should read and follow the directions from the manufacturer of your implantable medical device.

If you have any questions about using your wireless phone with such a device, consult your health care provider.

For additional information, see [www.fcc.gov/cellphones/](http://www.fcc.gov/cellphones/).

### **Drive responsibly**

- If you choose to talk while driving, always use a hands-free device. Make sure your hands-free device is on and working before driving.
- Do not dial or look up phone numbers when driving. Use the voice-activated feature on your wireless device.
- Using a wireless device while driving may increase your risk of distraction, whether or not you use a hands-free device. To eliminate this risk, consider turning your wireless device off and allowing calls to go to Voice Mail.

### **Caution: Avoid potential hearing loss**

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also

been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some commonsense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

You can obtain additional information on this subject from the following sources:

American Academy of Audiology  
11730 Plaza American Drive, Suite 300  
Reston, VA 20190  
Voice: (800) 222-2336  
Email: [info@audiology.org](mailto:info@audiology.org)  
Internet: [www.audiology.org](http://www.audiology.org)

National Institute on Deafness and Other Communication Disorders  
National Institutes of Health  
31 Center Drive, MSC 2320  
Bethesda, MD USA 20892-2320  
Voice: (301) 496-7243  
Email: [nidcdinfo@nih.gov](mailto:nidcdinfo@nih.gov)  
Internet: <http://www.nidcd.nih.gov/health/hearing>

National Institute for Occupational Safety and Health  
Hubert H. Humphrey Bldg.  
200 Independence Ave., SW  
Washington, DC 20201  
Voice: 1-800-35-NIOSH (1-800-356-4674)  
Internet: <http://www.cdc.gov/niosh/topics/noise/default.html>



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